

# The accident wasn't my fault



## You tell us about your accident

How to notify a claim to Zurich:  
Call Zurich on 01 609 1436 or  
Email [claimsnotification@zurich.ie](mailto:claimsnotification@zurich.ie)



### We'll ask you some questions about:

Your vehicle, what happened, who was involved, any injuries, how would you like to fix your vehicle.



You can choose to use one of the wide network of Zurich approved repairers, or if there's a garage you'd prefer to use then just let us know.

## Use one of our repairers



You can choose the most appropriate garage for you. They'll be in touch to arrange the repairs. They can provide a basic courtesy vehicle such as a Opel Corsa.



The garage will complete an estimate which Zurich will approve. The garage will then arrange a date for the repairs to be completed.\*

## Your choice of garage



You contact your garage for an estimate. If you need a courtesy vehicle you'll need to hire and pay for this yourself.



The estimate and images of the damage must be forwarded to the Independent Assessor and they'll discuss and agree the repair costs with the garage.

Once everything is in order, we'll contact you to give the go ahead for the repairs to be completed and issue the formal offer.



### We'll cover the cost of repair.

We may use a solicitor to recover some costs if another party is liable for the damage caused to your vehicle however this recovery is not always guaranteed and is reviewed on an individual basis. A number of criteria will apply for example circumstances of the loss.

Once all possible costs are recovered, your claim will be closed.

\*Subject to the vehicle being repairable. Policy excess will apply where applicable.

During the claims process you have the right to appeal decisions made by Zurich Insurance Europe AG. Should you wish to do so, please contact your claims handler to discuss the matter further.